COUNTY OF LOS ANGELES

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November 18, 2003

TO:

Supervisor Yvonne Brathwaite Burke, Chair

Supervisor Don Knabe, Chair Pro Tem

Supervisor Gloria Molina, Supervisor Zev Yaroslavsky

Supervisor Michael D. Antonovich

FROM:

Jon W. Fullinwider

Chief Information Officer

Subject:

SIERRA SYSTEMS' INTEGRATED SYSTEM PROJECT, SYSTEM

ROLLOUT PLAN

The County entered into an Agreement with Sierra System, Inc. (Sierra) to provide a Department of Mental Health Integrate System, which would fully comply with the Health Insurance Portability and Accountability Act, 1996 (HIPAA). The terms of the Agreement established a firm delivery date for a production system for October 16, 2003, the compliance deadline for implementing the HIPAA Transaction and Code Sets Rules. Sierra failed to meet the contractual deadline.

Sierra has developed an Integrated System – System Rollout Plan (attached) that they have developed to ensure delivery of the phased implementation of the Integrated System based on the following provider types:

Implementation Date	Provider Type
November 24, 2003	Fee for Service Providers
December 15, 2003	Short Doyle Providers
January 5, 2004	Pharmacy Providers

Based on project status meetings of November 10, 2003 and November 17, 2003, Sierra is working to complete unfinished tasks that must precede the implementation of

Each Supervisor November 18, 2003 Page 2

functionality that supports the Fee for Service Provider type. The discussions indicated a high level of activity by Sierra and the Department of Mental Health project staff.

Sierra's Project Manager and the Mental Health project staff have expressed their confidence in their ability to implement the Integrated System functionality to support Fee for Service Providers by November 24, 2003. The status of the planned implementation of the Short Doyle and Pharmacy Providers is under careful review and continues to be scheduled for December 15, 2003 and January 5, 2004, respectively as outlined in the rollout.

As directed by your Board, I will provide you with a report of the Fee for Service Provider functions and the overall status of the Integrated System – System Rollout Plan, on November 25, 2003.

If you have questions or require additional information please contact me at (213) 974-2008.

JWF:JW:

Attachments

c: Executive Officer, Board of Supervisors County Counsel Chief Administrative Office Marvin J. Southard, DSW

Department of Mental Health



Integrated System Project System Rollout Plan Version <1.1>



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Revision History

Date	Version	Description	Author
10/27/03	0.1	Initial Draft	C. Jacoby
10/27/03	0.2	Apply Sierra Template	V. Chavez
10/27/03	0.3	Update with feedback	C. Jacoby
10/30/03	0.4	Provide supplemental details for Phases 2 and 3 of implementation.	C. Jacoby
10/31/03	0.5	Added contract deliverables to section 6	C. Jacoby
10/31/03	1.0	Reviewed and Release	C. Jacoby
11/5/03	1.1	Incorporated feedback from review meeting on 11/3/03	C. Jacoby

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APPENDIX A. DETAILED GANTT CHART

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1. Introduction

The Integrated System was scheduled to Go-Live on October 16, 2003. The scope of the October Go-Live included the provider-facing functions for the Short/Doyle Plan. Retail Pharmacy transactions were scheduled for November 1, 2003 and Fee For Service (FFS) Providers for November 17, 2003. Due to difficulties with data conversion and database/system issues, the system was deemed not ready for production on that date or by its alternate contingency date of October 20, 2003.

As a result, the second contingency plan was invoked deferring the Go-Live to the next business cycle for the Short/Doyle providers of November 17, 2003.

1.1. Reasons for Delay

There were a number of factors that contributed to the decision to delay the production implementation of Phase I of the Integrated System. The delay was not the result of a single factor or the responsibility of a single organization. The aggregation of open, outstanding issues resulted in an imbalance of the risk vs. reward equation.

The following is a list of the issues that contributed to the delay decision, along with a brief description of how each is being addressed to prevent future delays:

Issue	Remedy	
Tight data conversion window did not allow sufficient time to test and validate data conversion processes.	We have completed a full conversion of production data to support the Oct. 20 go-live date. This has allowed us to exercise the conversion processes and validate the	
Delay in availability of modified DMH data (changed Reporting Units) resulted in a domino effect on critical path implementation activities.	data. This foundation of data is being used to conduct thorough tests of system functionality.	
	Using the existing data foundation from the conversion, we are able to utilize DMH staff to review and validate the data converted.	
System software modules not fully tested using production data. When used with production data, defects and deficiencies were identified.	Sierra Systems is leveraging the production data converted for the October 20 date to execute system tests. This data foundation also allows Sierra Systems to conduct performance testing and perform system tuning activities.	
System functionality not reviewed/validated by DMH staff using production data.	Due to the short data conversion window, the team did not have sufficient time to re-test the IS functionality with full volume data. We now have the ability to use the data	

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Issue	Remedy
	from the initial conversion process to test the IS functionality in an environment that mirrors the ultimate production environment.
	DMH team members now have the ability to review and validate converted data and functional readiness of the IS application modules.
	Sierra Systems is performing incremental rollouts of FFS system modules for testing and validation by DMH staff. The first module, User Maintenance, will be available for testing on October 29. All modules will be frozen and deployed on the Downey Test environment by November 10, allowing a full week for testing and validation.

1.2. Prospective Approach

The delay in the Short/Doyle Plan implementation caused a re-evaluation of the Department's risk management plan, particularly with the looming end of the EDS contract for FFS EDI processing on December 31, 2003. Based on this re-evaluation, it was determined that the order of Go-Live would be amended to:

• Managed Care Plan/FFS Providers November 24, 2003

Short/Doyle Plan and Providers December 15, 2003

• Retail Pharmacies January 5, 2004

This schedule proffered the highest likelihood of success in implementing the functionality of the Integrated Systems and the lowest risk of meeting the EDS contract termination deadline.

To ensure clear and consistent communications throughout the executive stakeholders, we have established a series of pre-implementation meetings with the County's CIO Department to assess the status and the feasibility of the "Go-Live" dates.

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2. STRATEGY/APPROACH

The rollout strategy/approach has been organized into the following phases:

- Managed Care Plan/FFS Providers
- Short/Doyle Plan
- · Retail Pharmacies

This section provides a detailed description of the Integrated System functionality included in each of these phases as well as the approach for each implementation.

2.1. Managed Care Plan/FFS Providers

The FFS system is a discrete system from the MHMIS system used by Short/Doyle providers. It does not have any on-line functionality that needs to be converted for use by providers. The Integrated Systems interface to the FFS systems is through internal ISD environment file transfer.

The Integrated System will support the following functions for the FFS providers:

- Provide Direct Data Entry (DDE) for paper claims entry by DMH Data Entry staff
- Provide DDE for manual entry by FFS providers
- Provide SFT/EDI submission of HIPAA compliant transactions by FFS providers
- Provide DDE client enrollment in MHMIS
- Provide OTAR Authorization requests and responses (278)
- Provide Provider Management by DMH staff creating new FFS providers in IS
- Create and submit 106 file for input to FFS System
- Accept FFS RAD as trigger for production of DMH claims for Medi-Cal FFP reimbursement
- Produce 837 Claims Submissions to Medi-Cal
- Accept Medi-Cal 835 Remittance Advices for claims payment
- Provide Claims Adjudication functions for Financial Services
- Generate Check-write file for Auditor Controller
- Accept Warrant File from Auditor Controller

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- Generate 835 Remittance advice to FFS providers
- FFS Management Reports

The following schedule presents the anticipated availability dates for each of the IS functional modules required to support FFS:

IS Functional Module	Test Deployment Date	
User Maintenance	November 4, 2003	
CIOB/Provider Maintenance	November 5, 2003	
Direct Data Entry (FFS)	November 7, 2003	
EDI/Batch FFS Processing	November 10, 2003	

2.2. Short/Doyle Plan

The implementation of the Integrated System for the Short/Doyle Plan will be the scope defined for the October 16th Go-Live. This will include:

- Web-based Clinical System replacing MHMIS clinical screens
- Web-based DDE System for all HIPAA transactions performed by DMH
- SFT/EDI Systems for all HIPAA transactions performed by DMH
- Translation and integration of all HIPAA transactions to MHMIS
- Production of 837 Medi-Cal Claims submission for unprocessed claims
- · Adjudication of December Claims Remittance Advice from Medi-Cal
- Accept CAPS File from Auditor Controller
- Production of 835 Remittance Advices to Providers
- Short/Doyle Management Reports

2.3. Retail Pharmacy

The Retail Pharmacy system is a discrete system that uses the data in the PATS system. Pharmacists will continue to use the Veriphone system for non-HIPAA transactions; prescription retrieval, printing and filling.

The Integrated System will provide:

• Prescription history for each pharmacy of prescriptions filled in the last 60 days

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- NCPDP 5.1 B1 Claims submission for payment
- 835 Remittance Advices
- Pharmacy Management Reports

2.4. Data Conversion

There are two approaches for data conversion: "big-bang" and incremental.

The "Big-Bang" approach entails conducting a comprehensive conversion of all data from the source systems into IS prior to the implementation of Phase 1, Fee For Service. Doing this provides the benefit of only converting once. This also requires that specialized software modules must be developed to ensure that the databases remain synchronized during the period of time between initial conversion and the final implementation of Short/Doyle IS functionality.

An "incremental" conversion strategy consists of converting only the existing production data that is necessary for the module(s) being implemented in production. Doing this eliminates the need to develop specialized software components necessary to ensure synchronization of the databases during the period of time prior to full production implementation.

Our phased implementation approach will utilize a hybrid of these two data conversion strategies. The first conversion, in support of the Fee For Service module implementation, will include all providers, FFS rate schedules and clients, which will be subsequently maintained through data synchronization processes between Integrated System and MHMIS. As part of the Short/Doyle implementation, we will convert the clinical data and the associated contract rate schedule data.

The detailed conversion strategy will be provided in the Integrated System Project FFS Database Conversion Strategy" document by Monday, November 10.

2.5. Testing

This section presents the testing approach adopted for this project. Due to the incremental rollout strategy that has been adopted, all of these phases will be performed once for each of the three rollout phases for the software modules being implemented.

There are four levels of testing being conducted on the Integrated System modules prior to production use. They are:

- Unit Test
- Assembly (Integration) Test

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- System Test
- User Walkthrough

The application developer responsible for the development of the program module conducts unit testing. This testing is performed to ensure that the module functions according to the technical specification developed for the module. To the extent possible, this testing exercises all application branches and validates all data boundaries and exception conditions.

Assembly Testing, or Integration Testing, is performed on incremental "system builds". This testing is performed on components of the Integrated System as they are completed and integrated with other related application modules. This testing again exercises the functionality of each system component as well as verifies that all integration points have been designed and developed appropriately. At this point, defects regarding data exchanges and inconsistent usage of data elements are identified.

During Assembly Testing, full regression testing is conducted for each new system build. This ensures that subsequent system modifications do not have a negative impact on the previously tested and accepted system components. Any defects, deficiencies or operational anomalies are documented and presented to the development team for remediation.

After the system components have successfully passed the Assembly Testing, they are promoted to the Test environment for User Walkthrough/Demonstration. By design, there is no User Acceptance phase for this project. Upon successful completion of the Assembly Testing the system is promoted for user access and demonstration purposes. The objectives of this are to provide the ability to the system users to become familiar with the application and validate the production data from the conversion process.

The Integrated System Project Test Plan deliverable will be provided in paper form along with the detailed test scripts.

2.6. Communication Strategy

Clear, consistent and effective communications are vital during all phases of systems integration projects, and even more so during the implementation phases. During the Integrated System Rollout phases, in addition to the previously established project status and deployment meetings, we will schedule and conduct a series of two additional status review sessions with the County CIO's Office for each of the implementation phases. These meetings will be used to review the progress status against this plan prior to the proposed "go-live" dates.

Prior to each "go-live" date, the IS Project Management team will meet with the County CIO's Office two weeks prior to the scheduled implementation date and one week prior. During these sessions, all material issues that pose a risk to the implementation will be reviewed.

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In addition to these meetings, if any significant issue is encountered that threatens the "go-live" date of any or all of the Integrated System modules, the County CIO's Office will be notified immediately and an impromptu meeting will be convened to discuss the potential impact and any mitigation or management strategies.

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3. Critical Success Factors

We have identified critical success factors for the upcoming successful implementation of the Integrated System. This list is a representative of the factors that will help ensure success from the DMH, service providers and Sierra Systems.

Scope Freeze

 Do not introduce any additional functional changes into system modules, with the exception of correction of any critical defects/bugs

Plan, schedule and freeze system

- · Complete current software builds
- · Freeze current database schema

Integrated/localized team

- Reduced release/patch/build cycle times (speed up process)
- Enhance consistent communications between subcontractors

Conversion

- Improve data loading and conversion script performance
- Conduct testing/QA on converted data
- Ensure user testing of functional and transactional behavior

Cross-Organizational Buy-In and Support

- All tasks are interrelated and their timely completion is critical to meeting deadlines
- Schedule will require extraordinary support from project stakeholders to ensure success

Establish Production Environment

• Deploy latest product version for client testing/verification with complete database

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Change Management

- Ensure all affected stakeholders are aware of the impending implementation and the impact on the organizational operations
- Deliver appropriate training and support materials

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4. RISKS AND MITIGATION

There are many risks that must be recognized, managed and mitigated to ensure successful execution of the Integrated System rollout. Risks are a normal part of the system integration and implementation process, but must be appropriately addressed.

Risks Legend

Level of Impact Key:

1=major impact (On the scale of Y2K or greater)
2=significant impact (clearly smaller than Y2K, but still requiring a team effort to accomplish)
3=minor impact
0=no impact

Schedule Key:

G = on schedule

Y = Less than 30 days behind schedule (caution)

R = More than 30 days behind schedule (warning)

Ability to Meet Deadline Key:

G = based on current information, is manageable

Y = there are significant obstacles or areas of uncertainty or concerns

R = there are clearly identifiable threats or deterioration of ability to manage and control

Risk Category = (TCS) Transactions and Code Sets, (PRV) Privacy, (SEC) Security, (TEC) Technology, (OTH) Other, (PRO) Project, (MGT) Management, (SCH) Schedule, (EST) Estimates, (ORG) Organization, (INT) Interfaces

Assigned To	John Galloway John Campbell	DonnaKay Davis Linda Kennedy	John Campbell Art Malinski Jerry Kennedy
Date & Action	Direct all requests for changes to John Campbell Prioritize changes for post production releases	Use FFS rollout to manage smaller provider community Establish process that support full rollout	Rollout strategy adopted to bring forward FFS providers in first rollout FFS business schedule allows weekly contingency planning MM and ISD have identified FFS processing alternatives in the event IS is not able to go live with FFS prior to Dec. 31, 2003.
Risk Mitigation Comment	The IS management team must be held to the scope defined for October 16th	Rollout strategy spreads the requirements over longer period allowing DMH resource to focus on discrete groups for periods of time.	I. Rollout strategy allows early establishment of FFS system and allows FFS providers time to convert to integrated system by December 31, 2003 2. DMH could re-staff to process proprietary claims. 3. ISD could implement ECS gateway to process claims.
Ability to Meet 9. Seadline	U	O .	O
Schedule	U	6	O
tosedmI to love.	1	2	6
Risk Category		ORG	MGT
Risk Description	Testing will generate additional system requirements that were not previously defined.	Trading Partner readiness will be impacted by DMH staffing limitations inhibiting registration, certification and training functions	will not be ready to support FFS providers by end of December, necessitating EDS extension
О	-:	6	ĸ,

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Integrated System Project System Rollout Plan

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A	Risk Description	Risk Category	Level of Impact	Schedule	Ability to Meet Deadline	Risk Mitigation Comment	Date & Action	Assigned To
4.	Integrated System performance will not be acceptable to providers	TEC	2	O	U	Conduct performance and load testing prior to full rollout to Short/Doyle providers Implement performance tuning measures in IS	Performance testing incorporated in revised plan Load testing incorporated in revised plan Performance tuning incorporated in revisd plan	Curt Hensler
·6	Integrated System will contain data and functional errors due to lack of testing	ORG	2	U		Request experienced DMH staff to test system with Sierra Systems development and test teams. Provide Training environment similar to production environment for DMH staff to become familiar with functionality	 09/04/2002 DMH staff scheduled to help in integration testing DMH staff scheduled to help in system testing 	Ela Gray John Campbell
ý	Integrated System will not be ready to implement in the proposed rollout strategy – FFS, Short/Doyle Plan, Retail Pharmacy.	TCS	-	O	O	Detail rollout project plan developed that includes all the remaining tasks to implement the IS successfully within the rollout schedule. Plan includes Sierra Systems, DMH, and ISD project tasks.	Detail rollout project plan being developed by Sierra Systems. DMH and ISD to provide input on Nov. 3, 2003.	Chris Jacoby
7	Providers will not be ready to transition to Integrated System and new processes and will be resistant to new system.	ORG	е.	Ö	O	Ensure that proper training has been conducted. Also, ensure that there is sufficient user support available for the first business cycle after implementation.	Verify training needs have been met. Schedule supplemental/remedial training as deemed necessary prior to system implementation. Use Web Based Training (WBT) to supplement live, formal training as necessary.	John Campbell

,C	Integrated System Project	oject				Version:	<1.1>	
<u> </u>	System Rollout Plan					Date: <11/05/03>	05/03>	
m	Risk Description	Risk Category	Level of Impact	Schedule	teeM of VillidA eadline	Risk Mitigation Comment	Date & Action	Assigned To
∞	Implementation of Retail Pharmacy could detract from the implementation of critical path functions (FFS and Short-Doyle)	SCH .	8	Ö	U	Conduct regular reviews of the project progress and reschedule Retail Pharmacy if necessary; re-allocate resources to Short-Doyle.	Review progress towards detail milestones on a daily basis. 10/31/2003 Re-sequenced the implementation phases to mitigate this risk 11/03/2003 Retired	Chris Jacoby

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Roles and Responsibilities

The success of any and all of the three proposed implementation phases is dependent upon the cooperative efforts of three primary organizational stakeholders; Sierra Systems, Department of Mental Health and ISD. This section highlights the responsibilities of each of the organizations.

Sierra Systems

- Completion of Integrated System program components
- Integration Testing of IS with FFS and MHMIS
- Data Conversion
- Verification of Production Environment Readiness
- Establishment of Help Desk
- Facilitation of User Testing/Data Validation
- Update and Revise Training Materials
- Conduct Training
- Develop Management Reports

Department of Mental Health

- Establish Local Help Desk/Support Processes
- Facilitate Provider Training and Certification
- Perform Conversion Data Verification
- Conduct Training Sessions
- Conduct System Review and Testing
- Develop Migration Strategy from EDS to IS
- Identify Management Report Structures
- Implement Procedure Changes

ISD

- Establish Downey Test and Production Environments
- Provide support for conversion
- Establish and implement Help Desk/Support Procedures

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CIO

- Review Project Task Plan
- Provide Status Oversight
- Facilitate Dedication of Resources as needed

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6. PROJECT SCHEDULE

This section presents the proposed schedule for the Integrated System rollout phases. The schedule is being presented in terms of a summary Gantt Chart and as a summary of the Contract Deliverable dates.

6.1. Gantt Chart

A detailed project work plan was generated to identify the tasks required to complete the three rollout phases. For each task, we developed duration estimates and determined relationships and dependencies with other tasks. We have also assigned organizational responsibilities for each task.

In this section, we present the summary, or rollup, Gantt Chart that supports our proposed deployment schedule.

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					4th 0	uarte	r	1st G	uarte	r	2nd
ID	Task Name	Duration	Start	Finish	Oct	Nov	Dec	Jan	Feb	Mar	Ар
1	DMH Integrated System (IS) Rollout Plan	104 days	Tue 10/21/03	Mon 3/15/04							
2	Project Management	94 days	Tue 10/21/03	Mon 3/1/04	-						
15	Release 1 - Fee For Service (FFS)	26 days	Tue 10/21/03	Fri 11/21/03	-	-	'				
16	Confirm Organizational Readiness	19 days	Tue 10/21/03	Fri 11/14/03	-						
17	Review/Confirm Trading Partner Registr	4 days	Thu 10/23/03	Tue 10/28/03	•						
23	Review/Confirm Provider Registration P	4 days	Thu 10/23/03	Tue 10/28/03		PPREPRE					
30	Verify Operational Transitions	10 days	Tue 10/21/03	Mon 11/3/03		-					
44	Evaluate Training Needs	15 days	Mon 10/27/03	Fri 11/14/03							
56	Ogoing Operations	15 days	Mon 10/27/03	Fri 11/14/03							
66	Confirm Product Readiness	18 days	Thu 10/23/03	Sat 11/15/03							
67	Deployment Environmental Readiness	8 days	Wed 10/29/03	Fri 11/7/03	1						
75	Data Preparation	12 days	Thu 10/23/03	Fri 11/7/03							
84	Provider Readiness	16 days	Mon 10/27/03	Sat 11/15/03							
87	IS Application Readiness	13 days	Mon 10/27/03	Wed 11/12/03							
114	System Deployment- Acceptance	11 days	Fri 10/31/03	Fri 11/14/03		*					
122	System Deployment - Production	9 days	Thu 11/13/03	Fri 11/21/03		-	,				
129	FFS Post-Implementation Support	21 days	Mon 11/24/03	Tue 12/23/03		4					
130	Data Synchronization	21 days	Mon 11/24/03	Tue 12/23/03	1	4					
133	Application Support	21 days	Mon 11/24/03	Tue 12/23/03		•					
136					1						
137	Release 2 - Short-Doyle/Clinical/Plan	37 days	Mon 10/27/03	Mon 12/15/03	١.	_					
234											
235	IS SD Post-Implementation Support	21 days	Tue 12/16/03	Thu 1/15/04				-			
239											
240	Release 3 - Retail Pharmacy	28 days	Mon 11/24/03	Mon 1/5/04		•					
310					1						
311	IS Pharmacy Post-Implementation Support	21 days	Tue 1/6/04	Tue 2/3/04	1			-			
315					1						
316	1st 35 Day Reliability Test	25 days	Tue 1/6/04	Mon 2/9/04				-			
319				,							
320	2nd 35 Day Reliability Test	25 days	Tue 2/10/04	Mon 3/15/04							
323											
324	Release 4 - Reporting (Incremental Iterative)	90 days	Mon 10/27/03	Mon 3/1/04	1		713725				

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6.2. Contract Deliverables

The following table presents the contractual deliverables with the planned completion, actual completion and approval dates. Also the current status as well as current material comments is presented.

Deliverables	Planned Completion Date	Actual Completion Date	Actual Approval Date	Status	Comments
8.3 Integrated System Security and Audit Features					
System Security and Audit Features	10/15/03	10/15/03		Complete	
Audit Reports	3/1/04			In Progress	Audit Report requirements are yet to be defined by DMH
9 Design & Develop Management and Operational Reports	3/1/04			In progress	These will be completed post implementation as requirements are defined by DMH
5.2.2 Other System Edits	05/16/03	09/30/03		Complete	
10.3.2 Other Regression Test	12/01/03			In progress	
13.3 Pharmacy Transaction Implementation	12/01/03			In progress	
7.1 Replace MHMIS Subsystems & Screens	06/13/03	09/30/03		Complete	
11.1 Design and Document Training Program	06/13/03	10/31/03		Complete	
13.4 Pharmacy Compliance Testing	12/15/03				
10.3.3 DDE Regression Test	11/21/03			In progress	

	Comments						
	Status	In progress	In progress				
	Actual Approval Date						
The second secon	Actual Completion Date						
The state of the s	Planned Completion Date	12/01/03	11/15/03	11/17/03	1/5/04	01/18/04	6/1/04
	Deliverables	10.5 Simulated Load Test	11.2 Technical Staff Training	12.1 Production Rollout	12.2 Go Live	11.4 Updated Training Programs	10.6 Acceptance Test

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Appendix A. Detailed Gantt Chart

Tue 10/21/03 Wed 1/14/04 Tratit Thu 10/23/03 Tue 10/28/03 Thu 10/23/03 T	Release 1 - Fee For Service (FFS) 16 Confirm Organizational Readiness 17 Review/Confirm Trading Partner Registratic 18 EDI/DDE Selection Form 19 Trading Partner Agreement (TPA) 20 Claims Approval Agent Form (Biller Submitter) 22 Digital Certificate/Secure ID Request 23 Review/Confirm Provider Registration Proc 24 Application Access Forms 25 Oath of Confidentiality Task Split Project: DMH IS Rollout Plan Date: Tue 11/18/03 Milestone Summary	18 18 18 19 19 19 19 19 19 19 19 19 19 19 19 19
DMH DMH DMH DMH DMH DMH DMH DMH	e For Service (FFS) rganizational Readiness w/Confirm Trading Partner Registratic EDI/DDE Selection Form rading Partner Agreement (TPA) Slaims Approval Agent Form (Biller Submitter) Sigital Certificate/Secure ID Request w/Confirm Provider Registration Proc Application Access Forms Dath of Confidentiality Task Split Progress Milestone	10 17 18 18 19 20 20 21 21 22 22 23 23 23 23 25 26 27 27 27 27 27 27 27 28 29 29 29 20 20 20 20 20 20 20 20 20 20 20 20 20
DMH DMH DMH DMH DMH DMH DMH DMH	e For Service (FFS) rganizational Readiness w/Confirm Trading Partner Registratic EDI/DDE Selection Form rading Partner Agreement (TPA) Maims Approval Migent Form (Biller Submitter) Digital Certificate/Secure ID Request w/Confirm Provider Registration Proc Application Access Forms Dath of Confidentiality Task Split Progress	10 17 18 18 19 20 20 22 22 22 22 23 23 23 25 26 27 27 27 28 29 20 20 20 20 20 20 20 20 20 20 20 20 20
DMH DMH DMH DMH DMH DMH DMH DMH	e For Service (FFS) Prganizational Readiness W/Confirm Trading Partner Registratic EDI/DDE Selection Form rading Partner Agreement (TPA) Daims Approval Igent Form (Biller Submitter) Digital Certificate/Secure ID Request W/Confirm Provider Registration Proc Application Access Forms Dath of Confidentiality Task Split	18 18 17 19 20 20 22 22 22 24 24 25 25 25 25 25 25 25 25 25 25 25 25 25
Tue 10/28/03	Partner Registratic Orm ement (TPA) bmitter) sure ID Request r Registration Proc orms y	18 18 19 20 21 22 23 23 25 24
Wed 1/14/04 Tue 10/28/03	liness Partner Registratic orm ement (TPA) bmitter) bmitter) cure ID Request r Registration Proc orms	18 18 19 20 21 22 22 23 23 24
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Mon 12/8/03 Mon 12/8/03 🗼 12/8	Short-Doyle Implementation CIO Go Validation	12
Mon 12/1/03 Mon 12/1/03 🗼 12/1	Short-Doyle Implementation CIO Status Meeting	1
Mon 11/17/03 Mon 11/17/03	FFS Implementation CIO Go Validation	10
Mon 11/10/03 Mon 11/10/03	FFS Implementation CIO Status Meeting	9
Tue 10/21/03 Fri 2/27/04 SSG,DMH,ISD	Participate in Bi-Weekly ISD Status Meetings	8
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Tue 10/21/03 Fri 2/27/04 SSG,DMH,ISD	Develop Semi-Monthly CIO Status Reports	5
Tue 10/21/03 Fri 2/27/04 SSG,DMH,ISD	Participate in Weekly Deployment Meetings	4
Tue 10/21/03 Fri 2/27/04 SSG,DMH,ISD	Participate in Daily Status Updates	သ
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Signt Finish Sep	D3 Tue 12/30/03 Wed 11/19/03 D3 Wed 11/19/03 Fri 11/21/03 Rolled Up Task Rolled Up Split Rolled Up Milestone	Verify inbound Medi-Cal 835 mappin Verify IS mapping to Check Write Fil Verify Warrant file mapping to 835 O Verify LAMHPS Provider/Biller Convolate Training Needs dentify Additional Staff Training PFFS Data Entry Staff Financial Services Staff Central Registration Staff FFFS Operations Staff Task Split Progress Milestone Milestone	43 44 45 46 47 48 49 Project: DMH IS Rollout Plate: Tue 11/18/03
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Task Name Start Finish 4th Quarter 1st Quarter Nov Dec Jan Feb Mar Downey Data Registration Form Thu 10/23/03 Tue 10/28/03 Tue 10/28/03 Tue 10/28/03 DMH DMH DMH Indeptor Feb Mar Client Enrollment Form Thu 10/23/03 Tue 10/28/03 Tue 10/28/03 DMH DMH DMH SSG DMH SSG DMH SSG SSG DMH SSG SSG DMH SSG DMH SSG DMH DMH SSG DMH	Thu 10/23/03		35
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Task Name Start Finish 4th Quarter 1st Quarter 1st Quarter Mar Downey Data Registration Form Thu 10/23/03 Tue 10/28/03 Tue 10/28/03 DMH Jan Feb Mar Rendering Provider Form & Instruction Thu 10/23/03 Tue 10/28/03 Tue 10/28/03 DMH Jan Feb Mar Client Enrollment Form Thu 10/23/03 Tue 10/28/03 Tue 10/28/03 Jan Feb Mar Verify Operational Transitions Tue 10/23/03 Tue 10/28/03		HIPAA/Non	31
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		1	Project Summary			Rolled Up Task		Task		
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						Wed 12/24/03	Thu 10/23/03	Readiness	Confirm Product Readiness	72
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	SSG,DMH,ISD	SSG,D				Wed 1/14/04	Mon 11/17/03	ISD Help Desk	ISD	70
	SSG,DMH,ISD	SSG,D				Wed 1/14/04	Mon 11/17/03	DMH Help Desk	DM	69
	SSG,DMH,ISD	SSG,D		····		Wed 1/14/04	Mon 11/17/03	Provider Relations	Pro	68
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			SSG,DMH,ISD	S.		Fri 11/7/03	Mon 10/27/03	Develop Communications Mechanisr	Dev	58
						Tue 12/30/03	Mon 10/27/03	Develop Communications Strategy	Develop	57
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			DŅH		700	Fri 11/7/03	Mon 11/3/03	DDE Submitters	DDI	54
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						Fri 10/31/03	Mon 10/27/03	Help Desk Staff		50
		1st Quarter Jan	Dec	4th Quarter Oct	Sep	Finish	Start		Task Name	D
					=	I CONCOUNT I CONT				
2nd Quart Mar Apr	Feb	1st Quarter Jan SSG,DMH	Dec	4th Quarter Oct	Sep	Fri 10/31/03 Tue 12/30/03 Tue 12/30/03	Start Mon 10/27/03 Mon 10/27/03 Mon 11/3/03	Help Desk Staff Conduct Additonal Implementation Training, if Necessary itify Additional Provider Training	Task Name Hell Cor Trai	

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						Rolled Up Progress	-	Milestone		
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		•	External Milestone			Rolled Up Split	F	Split		
		1	Project Summary	Projec		Rolled Up Task		Task		
				SSG	***	Fri 11/14/03	Mon 10/27/03	Claim Status (276, 277)	Claim	99
				SSG	Ŏ	Fri 11/14/03	Mon 10/27/03	Claim (837l, 837P)	Claim	98
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			SSG,DMH,ISD	SS		Fri 11/21/03	Sat 11/15/03	Test Synchronize Clients with MHMIS	Test Synch	88
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			SSG,ISD			Fri 11/28/03	Wed 10/29/03	Performance/Stress Testing		75
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Task Name Remittance Advice (835) Verify Batch FFS File Process Mon 10/27/03 Thu 11/20/03 Verify Batch FFS File Process Mon 11/3/03 Test FFS Input File Test Confirm 837/835 EDI Claim Maintenance Processing Non-Compliant Check Write to AC Verify IS 837 mapping to Medi-Cal Verify Is 835 mappin Tue 11/11/03 Verify Is 835 mappin Tue 11/11/03 Stat 11/15/03 Sep Oct Nov Dec Jan Feb Mar 1th Quarter 1st Quarter 1		·		SSG,ISD,DMH	R 6		Fri 11/14/03	Tue 11/11/03	Check Write Fil	Verify IS mapping to		110
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Task Name Remittance Advice (835) Verify Batch FFS File Process Test FFS Input File Test Confirm 837/835 EDI Claim Moistone Confirm 834 Enrollment Task Name Start Finish Ath Quarter Ath Quarter Sep Oct Nov Dec Jan Feb Mar Ath Quarter Sep Oct Nov Dec Jan Feb Mar Sep Oct Nov Dec Jan Feb Mar Thu 11/20/03 Feb Mar Sep,ISD,DMH Thu 11/6/03				SG			Thu 11/13/03	Tue 11/11/03	k Write to AC	Non-Compliant Check		106
Task Name Remittance Advice (835) Verify Batch FFS File Process Test FFS Input File Test 106 File Generation Mon 11/3/03 Thu 11/20/03 Thu 11/20/03 Thu 11/20/03 Thu 11/20/03 Thu 11/20/03 Test 106 File Generation Mon 11/3/03 Thu 11/20/03 Thu 11/20/03 Thu 11/20/03 Thu 11/20/03 Test 106 File Generation Mon 11/3/03 Thu 11/20/03				ด ำ	¥ ss		Thu 11/6/03	Thu 11/6/03	rollment	Test Confirm 834 End Maintenance Process		105
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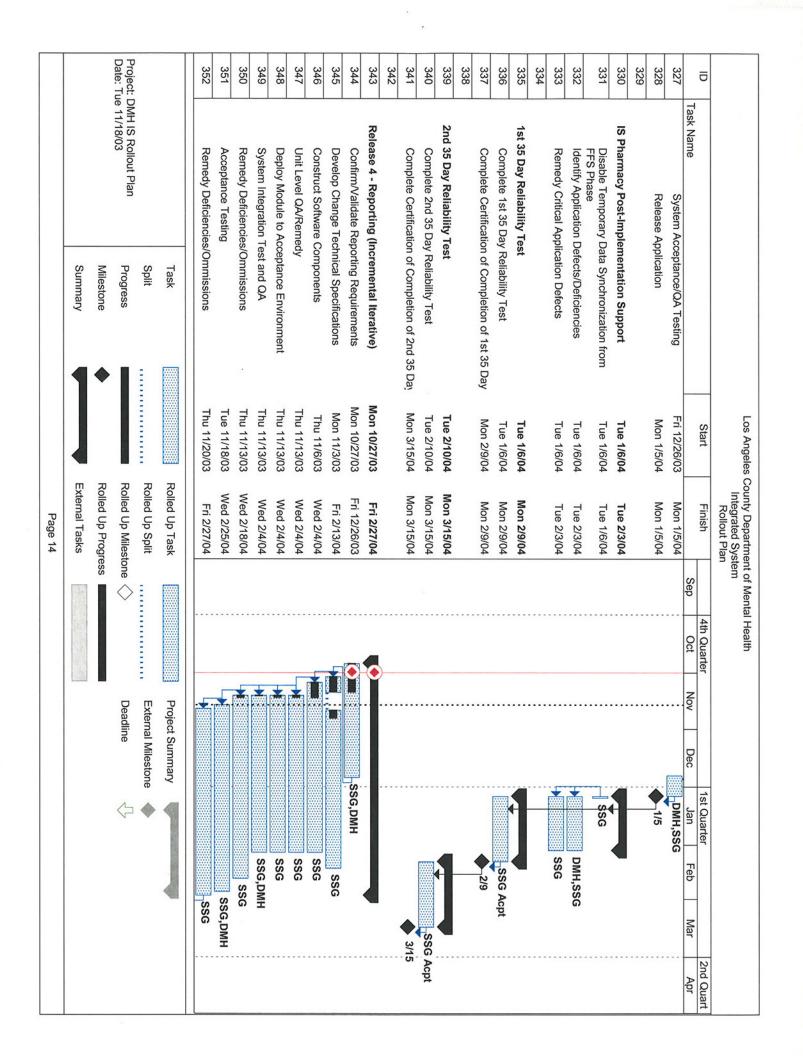
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Verify Drug Claim - Claim Billing Mon 12/103 Weef 12/2003 Sep Oct Nov SSG Verify Drug Claim - Claim Reversal Mon 12/103 Weef 12/2003 SSG SSG Verify Drug Claim - Claim Revaluii Mon 12/103 Weef 12/2003 SSG SSG Remittance Activa (2835) Mon 12/103 Weef 12/2003 SSG SSG Verify Application User Maintenance Mon 12/803 Mon 12/803 Mon 12/803 SSG Verify Directory Smart User Mon 12/803 Mon 12/803 Mon 12/803 SSG SSG Verify Directory Smart User Mon 12/803 Mon 12/803 Mon 12/803 SSG SSG Verify Directory Smart User Mon 12/803 Mon 12/803 Mon 12/803 SSG SSG Verify Directory Smart User Mon 12/803 Mon 12/803 Mon 12/803 SSG SSG Verify Directory Smart User Mon 12/803 Fri 12/12/903 Wed 12/24/93 SSG SSG Confirm Help Materials Mon 12/803 Fri 12/12/93 Mon 12/803 Fri 12/12/93 SSG	forify System Documentation Mon 12/8/03 Fri 12/12/03 Confirm Training Materials Mon 12/8/03 Fri 12/12/03 Confirm Help Materials Mon 12/8/03 Fri 12/12/03 Complete Companion Guides Mon 12/8/03 Fri 12/12/03 Complete Companion Guides Mon 12/8/03 Fri 12/12/03 m Deployment - User Test Mon 12/8/03 Fri 12/19/03 beploy Pharmacy Application to User Fest Environment Mon 12/8/03 Tue 12/9/03 ferify Pharmacy Application Functionality Fepare System Deficiencies Tue 12/9/03 Wed 12/10/03 ferify Pharmacy Application Functionality Fepare System Acceptance Report Thu 12/11/03 Wed 12/17/03 ferigh Pharmacy Application to Froduction Mon 12/22/03 Mon 12/15/04 SSG heployment - Production Mon 12/22/03 Mon 12/22/03 Fri 12/19/03 froduction Environment Mon 12/22/03 Mon 12/22/03 Mon 12/22/03 froduction Environment Mon 12/22/03 Mon 12/22/03 Project Summar Frogress Rolled Up Progress External Milestone	SSG. SSG. SSG. SSG. SSG. SSG. SSG. SSG.		m Deployment - User Test Establish User Test Data Environment Deploy Pharmacy Application to User Test Environment Test Data Environment Deploy Pharmacy Application to User Derify Pharmacy Database Termedy Critical System Deficiencies Tepare System Acceptance Report Task Split Progress Milestone Milestone	312 313 314 315 316 317 318 319 320 321 322 322 322 322 322 322 322 322 321 321
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Task Name Verify Drug Claim - Claim Reversal Mon 12/103 Wed 12/303 SSG Mar Verify Drug Claim - Claim Reversal Mon 12/103 Wed 12/303 Wed 12/303 SSG SSG Verify Drug Claim - Claim Reversal Mon 12/103 Wed 12/303 Wed 12/303 SSG SSG Verify Drug Claim - Claim Reversal Mon 12/103 Wed 12/303 Wed 12/303 SSG SSG Verify Administrative Functions Mon 12/803 Mon 12/803 Mon 12/803 SSG SSG Verify Administrative Functions Mon 12/803 Mon 12/803 Mon 12/803 Mon 12/803 SSG Verify Displication User Maintenance Mon 12/803 Mon 12/803 Mon 12/803 SSG SSG Verify System Documentation Mon 12/803 Mon 12/803 Wed 12/24/03 SSG SSG Verify System Documentation Mon 12/803 Fri 12/12/03 Mon 12/803 Fri 12/12/03 SSG SSG SSG, DMH Confirm Telaphic Meterials Mon 12/803 Fri 12/12/03 Mon 12/803 Fri 12/12/03 SSG, DMH SSG, DMH	n Mon 12/8/03 Fri 12/12/03 s Mon 12/8/03 Fri 12/12/03 Mon 12/8/03 Fri 12/12/03 Mon 12/8/03 Fri 12/12/03 Mon 12/8/03 Fri 12/19/03 Mon 12/8/03 Mon 12/8/03 Tue 12/9/03 Wed 12/10/03 Tue 12/9/03 Wed 12/17/03 encies Thu 12/11/03 Wed 12/17/03 teport Thu 12/18/03 Fri 12/19/03 Mon 12/22/03 Mon 1/5/04 Mon 12/22/03 Mon 12/22/03 Mon 12/22/03 Mon 12/22/03 Fri 12/19/04 Mon 12/22/03 Mon 12/22/03 Mon 12/22/03 Mon 12/22/03 Rolled Up Task Project Summar	SSG.		System Deployment - User Test Establish User Test Data Environmnet Deploy Pharmacy Application to User Test Environment Verify Pharmacy Database Verify Pharmacy Application Functionality Remedy Critical System Deficiencies Prepare System Acceptance Report System Deployment - Production Deploy Pharmacy Application to Production Environmnent Task	312 313 314 315 316 317 318 319 320 321 322 322 322
Task Name	n Mon 12/8/03 Fri 12/12/03 s Mon 12/8/03 Fri 12/12/03 Mon 12/8/03 Fri 12/12/03 Mon 12/8/03 Fri 12/12/03 Mon 12/8/03 Fri 12/12/03 Mon 12/8/03 Fri 12/19/03 to User Mon 12/8/03 Wed 12/10/03 unctionality Tue 12/9/03 Wed 12/17/03 encies Thu 12/11/03 Wed 12/17/03 keport Thu 12/18/03 Fri 12/19/03 Mon 12/22/03 Mon 12/22/03 Mon 12/22/03 Mon 12/22/03	SSG.		System Deployment - User Test Establish User Test Data Environmet Deploy Pharmacy Application to User Test Environment Verify Pharmacy Database Verify Pharmacy Application Functionality Remedy Critical System Deficiencies Prepare System Acceptance Report System Deployment - Production Deploy Pharmacy Application to Production Environment	312 313 314 315 316 317 318 319 320 320 321 322 322
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